

I'm writing to share my frustration and concern regarding the ethics and operations of Americatel (a long distance telemarketing company that specializes in calls to Mexico). A telemarketer called my house in August and I politely asked for more information (I have family in Mexico) and she said she would call me back. We received no additional calls, but were inadvertently signed up for this service in August, 2006. Their billing is two months behind, and by the time I realized we were being charged approximately \$25/month since August, I called in December to cancel my coverage and dispute that we ever signed up. My initial call was on 12/18/06. A representative from Americatel told me they would cancel my coverage and also have someone call me back with a taped recording that proved I agreed to this service. No call took place. I called again on 1/15/07 when I realized I was charged again and service had not been canceled. I was told by a Pedro that I was just going to have to trust him that service would be canceled. He created yet another "case number" to have someone from billing call me back about my disputed charges and to have me hear the recording where I supposedly agreed to service. We did receive a call at the end of January, but when my wife answered the phone and said "un momento por favor" (she doesn't speak Spanish), the Spanish speaking lady disconnected the call. I called Americatel immediately after and expressed my frustration that someone hung up on my wife and that we've been waiting for two months for resolution, and they proceeded to give us yet another case number. When I asked to speak to someone in billing (supposedly the only individual that can resolve our disputed payments) they informed me that there was no direct line and they would have to call us back. I advised the rep from Americatel that no one has been calling us back and the one time they did, they hung up on us. He gave us another case number. Finally, we received another bill in January (the third disputed bill). My wife called on 2/16/07 to dispute the charges and ask for the recording AGAIN. We then gave the Americatel rep my cell phone so we would be sure to not miss the call, and asked that they leave a message if we happened to miss the call. We were advised we would hear something in 48 hours and we received no call. We were also told--for the first time--that billing from Americatel is 2 months behind, hence the additional charges. And also that even though

they have record that my wife called in December, they claim she didn't actually SAY "cancel my coverage" until we called in January. This of course makes no sense since why would she call to dispute coverage if she did want the coverage in the future?? In addition to the above, my wife has called their 1-800 number multiple times and has been disconnected before getting through the automated system. She has asked Americatel Reps how she can speak to a Supervisor, only to be told Supervisors don't take calls but one would call her back in 48 hours--no call was ever received from a Supervisor. She also asked if she could speak to a previous Americatel Rep that was assisting us, and was told the only way she could talk to that individual was to hang up, pray she would get that individual and call back. It was not until the third month disputing this, that she was finally informed of their billing practices and the final cancellation date (their records indicate a cancellation date of 1/18, but there was a call made on 1/22 and that's "within the billing cycle" so we will be charged for that as well). I'm not sure my account truly captures the frustration, added expense (we have now been charged approximately \$125 for a service we DO NOT WANT and have been TRYING TO CANCEL), lack of follow up on Americatel's point, and overall "shady" service we have been receiving. We ask for proof-that they claim they obtained-that we agreed to the charges, and no proof can be provided. We ask that they cancel our coverage and they just flat out have not done it. At this point, we are changing our phone number and only using calling cards to call Mexico, as there is no other way to avoid future dealings with this company. In addition, I am most concerned about my Mexican brothers and sisters who live in the States and, although blunt, will not know they are involved in a scandal. They will also not know enough to call and cancel their coverage when they see the charges or be patient/resolute enough to make continued calls to resolve the issue. I feel confident enough in my knowledge of my people that I can say this safely. PLEASE look into this company as they continue to prove that they are not operating honestly nor are they capable of fully disclosing details of their service/cancellation. The last case number is 47494 (Americatel has record of all of our case numbers.)